

**South Carolina Department of Disabilities
And
Special Needs**

EMPLOYMENT SERVICES STANDARDS

Effective July 1, 2009

Revised Effective July 1, 2010

SC Department of Disabilities and Special Needs EMPLOYMENT SERVICES STANDARDS

The mission of SCDDSN is to assist people with disabilities and their families through choice in meeting needs, pursuing possibilities and achieving life goals and minimize the occurrence and reduce the severity of disabilities through prevention. Consistent with the agency's mission, the intent of DDSN Employment Services is to provide people with Mental Retardation/ Related Disability (MR/RD), Autism, and Head and Spinal Cord Injuries and Similar Disability (HASCI) the supports needed in order for them to meet their needs, pursue possibilities and achieve their life goals through employment.

DEFINITION:

Employment Services consist of intensive, on-going supports that enable participants for whom competitive employment at or above minimum wage is unlikely absent the provision of supports and who, because of their disabilities, need supports to perform in a regular work setting. Employment Services may include services to assist the participant to locate a job or develop a job on behalf of the participant. Employment services are conducted in a variety of settings, particularly work sites where persons without disabilities are employed and include activities such as supervision and training needed to sustain paid work. Employment Services may be provided in group settings, such as mobile work crews or enclaves, or in community-based individual job placements.

MODELS

Employment Services consist of three distinct models: enclave, mobile work crew, and individual community placement.

- **Enclave** – A small group of people (usually 8 or less) who work under the supervision of an employee of the provider agency, in a community business/industry that is not operated by a provider agency, and along side non-disabled employees to produce goods or services controlled by the community business/industry (ex. janitorial services at a specific business/industry etc.). The contractual relationship is between the business/industry and the provider agency, whereby the provider agency then pays the worker. Enclaves must originate from a facility licensed by the state.
- **Mobile Work Crew** – A small group of people (usually 8 or less), who work under the supervision of an employee of the provider agency, as a self-contained business who typically move to different work sites, by selling a service (ex. landscaping, janitorial) to purchasers within the community excluding provider agencies. The contractual relationship is between the business/industry and the provider agency, whereby the provider agency then pays the worker. Mobile Work Crews must originate from a facility licensed by the state.
- **Individual Community Placement** – Assessment, job development, placement, and training involve direct facilitation and instruction by provider agency employment services staff. Individual community placement provides support in; community based instruction, career awareness, skills acquisition, strategic on the job training, long term support and follow-along. Ongoing supports and identification of long term natural supports are imperative for the worker with significant disabilities to participate in competitive employment and to ensure job stabilization without support throughout the tenure of the placement.

ANTICIPATED OUTCOMES:

Employment Services provides skills and support for people who desire to work but for whom competitive employment is currently not achievable. All people, regardless of their disabilities, should have the opportunity and support to achieve work. Employment services is an avenue whereby people with disabilities can engage in meaningful work, sustain a wage and contribute to society regardless of their

support needs. Employment Services focuses on a person's abilities and provides the supports the person needs to be successful.

It is expected that SCDDSN Employment Services be provided in a manner that promotes:

- Dignity and respect
- Health, safety and well-being
- Individual and family participation, choice control and responsibility
- Relationships with family and friends and community connections;
- Personal growth and accomplishments

It is also expected that Employment Services reflect the principles of the agency and therefore services should:

- Be person centered
- Be responsive, efficient, and accountable
- Be strengths-based, results oriented
- Maximize potential
- Be based on best and promising practices

MINIMUM STANDARDS

General

Employment Services will be provided in accordance with all state and federal laws.

When Employment Services are provided through a Mobile Work Crew or Enclave model, the services must originate from a facility licensed by SCDDSN as a Day Facility.

GUIDANCE: Please refer to SCDDSN Standards for Licensing Day Facilities.

Employment Services will be provided in accordance with applicable SCDDSN Departmental Directives, procedures and guidance.

Employment Services will only be provided by SCDDSN qualified Employment Service providers.

The Employment Service provider must designate a Program Director who:

- Is at least twenty-one years of age
- Has at least a baccalaureate degree from an accredited college or university in the human services field and two year's experience in administration or supervision in the human services field or has a master's degree from an accredited college or university in the human services field and one year's experience in administration or supervision in the human services field
- Has a reference from past employment.

GUIDANCE: A Program Director may serve more than one program.

Employment Services will be provided by staff who:

- Are at least eighteen years of age
- Have a valid high school diploma or its certified equivalent
- Have references from past employment if the person has a work history
- Are capable of aiding in the activities of daily living and implementing the Employment Services Plan of each person for whom they are responsible
- Have a valid driver's license if duties require transportation of individuals.

Staff must meet requirements for criminal background checks.

GUIDANCE: Checks should be done in accordance with Department Directive 406-04-DD. No support provider may be employed who has been convicted, pled guilty or nolo contendere to:

1. Abuse, neglect or mistreatment of a consumer in any health care setting;
2. An "Offense Against the Person" as provided for in Chapter 3, Title 16;
3. An "Offense Against Morality or Decency" as provided for in Chapter 15, Title 16;
4. Contributing to the delinquency of a minor as provided for in Section 16-17-490
5. The common law offense of assault and battery of a high and aggravated nature;
6. Criminal domestic violence, as defined in Section 16-25-20
7. A felony drug-related offense under the laws of this state; and
8. A person who has been convicted of a criminal offense similar in nature to a crime previously enumerated when the crime was committed in another jurisdiction or under federal law; has a substantiated history of child abuse and/or neglect and/or convictions of those crimes listed in SC Code 20-7-1642 and/or is listed on the SC Sex Offender Registry.

Staff must pass an initial physical exam prior to working in the program.

GUIDANCE: Pass = No documentation in the physical exam report of conditions present that would jeopardize health and safety of people receiving services or staff's ability to perform required duties.

Staff must pass initial tuberculosis screening prior to working in the program and annually thereafter.

GUIDANCE: Pass = no evidence of communicable disease. Meets requirements OF 603-06-DD.

Staff must be trained and be deemed competent in accordance with Department Directives

There will be a staff development / in-service education program operable in each provider agency which requires all staff to participate in in-service education programs and staff development opportunities in accordance with departmental directives.

GUIDANCE: Staff must periodically be required to demonstrate continuing competency on the most critical information and skills taught in the curriculum. Providers have wide latitude in designing the format of such rechecks.

Encouraging staff commitment to continuing personal and professional development will expand the capacity to provide quality service and supports. Staff should routinely be exposed to information regarding training resources and opportunities. Supervisors should be working with staff to identify annual personal and professional goals.

Each program will have written policies on:

- **Use of volunteers and substitutes;**
- **Program evaluation;**
- **Administration of medication;**
- **Admission and discharge of participants;**
- **Personnel practices**
- **Procedures to be followed when a participant is discovered to be missing.**
- **Termination of participants from the program which include:**
 - **A list of reasons for dismissal;**
 - **Methods of averting the termination;**
 - **When consultation and concurrence with the Department prior to termination will be sought.**
 - **Keeping and managing a waiting list for those who are seeking entry into each service provided in the program that includes the frequency with which the list will be reviewed.**

People receiving Employment Services are free from abuse, neglect and exploitation.

People receiving Employment Services are:

- **Informed of their rights**
- **Supported to learn about their rights**
- **Supported to exercise their rights**

Guidance: Rights include: Human rights, Constitutional rights and Civil rights

- *Training includes responsibilities as well as rights.*
- *Each person's right to privacy, dignity and confidentiality in all aspects of life is recognized, respected and promoted.*
- *Personal freedoms are not restricted without due process.*
- *People are expected to manage their own funds to the extent of their capability.*
- *Due process is upheld, including the Human Rights Committee review of restriction of personal freedoms.*
- *People with limited knowledge and experience receive training and opportunities to explore their individual rights and the responsibilities that accompany them*

Referral To Employment Services

Employment Services will only be provided to those who are authorized by a DSN Board or contracted Service Coordinator.

GUIDANCE: Service Coordination will provide the chosen Employment Services provider with a referral notification that at a minimum provides Employment Services with the following information:

- *Worker information: (name, address, DOB, referral date, SS#, Medicaid # (when applicable), emergency contact information, and name of referring Service Coordinator)*
- *Authorization of service and number of authorized units for waiver enrollee*
- *Additional information: (Critical and emergency information, health/medical information, and care and supervision information)*

Psychological evaluations are required. Adults shall be tested using a restrictive test of intelligence administered by a licensed or certified psychologist on program entry, re-entry or at age twenty-two (22) whichever occurs first, unless there is a valid psychological evaluation completed within three years of admission on record.

GUIDANCE: For adults, at the time of program entry, a psychological evaluation that was completed at age 22 or is less than 3 years old must be available for new program participants. In lieu of a psychological evaluation, a current (i.e., within one year of program entry) ICF/MR Level of Care (LOC) Determination that indicates the LOC criteria were met may be used. For example, if a 35 year old participant were entering the program on March 25, 2008, one of the following could be accepted:

- *A psych. eval. completed when he/she was 22 (1995) [on program entry, re-entry or at age twenty-two (22) whichever occurs first]*
- *One completed within the last 3 years (2005-2008) [unless there is a valid psychological evaluation completed within three years]*
- *Or a current LOC Determination that is based on a psychological evaluation completed from 1995 until 2005.*

Individuals receiving Employment Services are supported to make decisions and exercise choice regarding their work.

Within 15 business days of receipt of a referral, the Employment Service provider will notify the referring Service Coordinator in writing of their intent to:

- **Accept the person for service, or**
- **Accept the referral for placement on the provider's waiting list, or**
- **Reject the referral**

After acceptance into service but prior to providing Employment Services, a preliminary plan must be developed that outlines the care, supervision and skills training/interventions to be provided.

GUIDANCE: Plan must include essential information to ensure appropriate services and supports are in place to assure health, safety, supervision and rights protection.

At the time of admission/entry into Employment Services, the preliminary plan must be implemented.

GUIDANCE: Preliminary plan is to be implemented on the day of admission. When assessments are completed and training needs/priorities have been identified, the plan will be completed and will replace the preliminary plan.

Assessment

Within thirty (30) calendar days of acceptance into Employment Service a vocational assessment will be completed. Annually thereafter, for those who receive Employment Services through the Enclave

or Mobil Work Crew model, a vocational assessment will be completed that identifies the abilities/strengths, interests/preferences and needs of the person in the following areas:

- Self-Advocacy/Self Determination
- Self-Esteem
- Coping Skills
- Personal Responsibility
- Personal Health and Hygiene
- Socialization
- Community Participation
- Mobility and Transportation
- Community Safety
- Money Management
- Pre-Employment
- Job Search

GUIDANCE: At a minimum, assessments must be completed every 12 months. Annual assessments are not required for those receiving services through the Individual Community Placement Model.

The Plan

Based on the results of the assessment, within thirty (30) calendar days of admission and annually thereafter, a plan for Employment Services is developed by the Program Director or his/her designee with participation from the individual and/or his/her legal guardian.

Guidance: At a minimum, the plan must be completed every 12 months.

The plan must include:

- A description of the interventions to be provided including time limited and measurable goals/objectives.

GUIDANCE: Placement and training intervention activities which use instructional strategies for training individuals on supported employment job sites.

Specific strategies include the use of job duty, task analyses, natural supports, natural cues, compensatory strategies, prompting procedures, and reinforcement and self-management procedures. These procedures/interventions/objectives are provided in a least intrusive method of support.

Documentation of the description of how each intervention must be provided to indicate the data to be collected, and schedule for implementation.

- A description of the type and frequency of supervision to be provided.

GUIDANCE:

For Enclave and Mobile Work Crew Models: In accordance with Department Directive 510-01-DD, services provided shall include the provision of any interventions and supervision needed by the person for dining/eating. The interventions to be provided must be based on assessed needs. Supervision must encompass any time outside of the actual unit time when the person is present and supervision is needed.

For Individual Community Placement: Supervision of individuals in Employment Services/Individual Placement will be under the direct supervision of the employment specialist and at times when evaluating independence the individual will be under the supervision of the employer or designated employee within the business in which the individual is working.

- Emergency contact information.

GUIDANCE: All critical and emergency information for this individual must be documented in the plan.

- Current and comprehensive medical information.

GUIDANCE: Medications [medications taken by the individual must be listed and any assistance of medicating must be documented (self medicate or assisted medicate). All known relevant medication information must be documented. All specific instructions concerning individual reactions, side effects or restrictions to medicine must be documented.

- Any information necessary to support the person in an employment setting.

Any interventions in the plan must support the provision of Employment Services as defined in these standards.

Implementation

As soon as the plan is developed, it must be implemented.

Data must be collected as specified in the plan and must be sufficient to support the implementation of the plan for each unit of service reported.

GUIDANCE:

Individual Community Model: Hourly documentation of interventions/goals/objectives Training method, procedures, and specific measurable activities to obtain the individuals goals must be documented including a written description of the interventions, the date the interventions were provided and signed by the direct care staff providing the service.

Mobile Work Crew or Enclave Model: Data must specify the amount of time the service was provided and must be sufficient to measure progress toward attainment of the goal or objective.

Data entries must be:

- True and accurate;
- Complete;
- Logically sequenced;
- Typed or handwritten in permanent dark ink; and,
- Dated and signed by the person making the entry.

Monitoring

For Employment Services provided through an Enclave or Mobile Work Crew, least monthly, the plan is monitored by the Program Director or his/her designee to determine its effectiveness.

GUIDANCE: The Program Director's or designee's signature on the Monthly Data Recording Sheet signifies that the plan has been monitored.

The plan is amended when significant changes to the plan are necessary.

For Employment Services through an individual Community Placement, when determined through a consensus of all parties involved to be stable on the job, an exit interview is conducted to determine the continued need for Employment Service. The results of the exit interview are documented and must be provided to the person's Service Coordination provider within 5 business days of the interview.

Reporting

A record shall be maintained for each participant, which contains, at a minimum, the items listed below. All documents and entries shall be legible, dated, and signed by the person making the entry. If symbols are used, explanatory legends must be provided.

- Report of a medical examination which was performed not more than twelve (12) months prior to admission;
- Report of psychological evaluation(s) as required by these standards;

- Current Plan that supports the provision of the service provided ;
- Monthly summary notations of progress; (Monthly Data Recording Sheet). Individual Placement excluded. Individual Placement will document summary of progress through the Individual Plan of Supported Employment.
- Record of unusual behavior incidents which are recorded at the time of occurrence;
- Record of illness and accidents;
- Authorization for emergency medical service and medication administration;
- Record of critical incidents.

GUIDANCE: Record of illnesses and accidents will be maintained for those accidents that occur during service provision and for illnesses made known to the provider.

Any evidence of illness or injury shall be documented in the participant's record and action shall be taken to obtain necessary medical treatment of the individual and to safeguard others from contagion. Individual Placement is not included in this requirement.

Reporting requirements are performed correctly.

GUIDANCE:

- According to the DDSN Finance Manual and applicable Departmental Directives.
- Reporting of Critical Incidents
- Death or Impending Death of Persons Receiving Services
- Community Financial Reporting Requirements
- Procedures for Preventing and Reporting Abuse, Neglect, or Exploitation of People Receiving Services from DDSN or a Contract Provider Agency